1. (Amended) A method for creating <u>and deploying</u> a process-driven information system, said method comprising the following steps:

[-] <u>(a)</u> creating a process model [of a system] comprising [one or more] <u>a plurality of</u> elements <u>in a process driven information system</u>, said <u>elements representing the work carried out by personnel in an organization, said model forming a component of a hierarchical arrangement of cross referenced processes;</u> [model created in a browser-compatible format]

[-] <u>(b)</u> using this model to identify [the] requirements for [software] <u>application and information</u> support <u>components for said processes;</u>

[-] <u>(c)</u> <u>finding or</u> creating one or more <u>application and information</u> software components [in a browser-compatible format satisfying the requirements for software support] <u>as support for said processes; and</u>

[-] <u>(d)</u> [generating a] <u>deploying the</u> process-driven information system [comprising said one or more elements of said process model acting as the user interface to said software components] <u>with said application and information support software components accessible from designated elements in said processes each element giving access to an application or information support component.</u>

Claim 4, line 3, after "to" insert - -application and information in the form of- -.

Cancel claim 7.

1.  (Amended) A method for creating and deploying a process-driven information system, said method comprising the following steps:

    (a)  creating a process model comprising a plurality of elements in a process driven information system, said elements representing the work carried out by personnel in an organization, said model forming a component of a hierarchical arrangement of cross referenced processes;

    (b)  using this model to identify requirements for application and information support components for said processes;

    (c)  finding or creating one or more application and information software components as support for said processes; and

    (d)  deploying the process-driven information system with said application and information support software components accessible from designated elements in said processes each element giving access to an application or information support component.

2.  A method according to claim 1 wherein the process model is part of a set of general purpose graphical business models.

3.  A method according to claim 2 wherein the process models are accessible via a web browser.

4. (Amended) A method according to claim 1 wherein the one or more elements of the process model are provided in a tool which uniquely identifies each element and maps each element to application and information in the form of one or more software components.

5. A method according to claim 1 wherein the one or more software components are in the form of arbitrary alternative web pages and/or web-based resources.

6. A method according to claim 1 wherein the software components are accessed by the user selection of one or more of the process model elements displayed on a display screen.

8. (New) A method according to claim 1 wherein the process model is used to educate users within an organization as to how the organization processes function.